

ILLINOIS
COMMERCE COMMISSION
TESTIMONY OF DONALD McMORRIS
ON BEHALF OF SOUTH AUSTIN COALITION COMMUNITY COUNCIL
DOCKET NO. 02-0706 2003 AUG -6 1 A 11: 12

- Q1 Please state your name, address and profession, and the nature of your work.
- A1 My name is Donald McMorris. I am a case manager at Diane's Community Shelter at 3346 W. 16th St., Chicago, Illinois, 60623. My work involves assisting and advocating for hundreds of low-income seniors and disabled persons on Chicago's west side.
- Q2 Please describe the problem you had with Commonwealth Edison Company.
- A2 Some months ago, I brought one of my clients, Charles Davis of 1226 S. Spaulding, to the South Austin Coalition to assist him in applying for the LIHEAP energy assistance program for help on his light bill. Mr. Davis is partially paralyzed and is confined to a wheelchair. I am quite familiar with the requirements of the LIHEAP program as I frequently go with my clients to transport them and help them get their documents together. Generally, I take them to either Operation Brotherhood or South Austin Coalition. In the case of Mr. Davis, there was a complication with the electric bill. His mother, Sara Sturtivant, was the customer of record and she had recently passed away. Ordinarily, I would have first gone to the Austin Bank Com Ed service center to see a representative, bringing in Mrs. Sturtivant's death certificate and Mr. Davis's residency proof in order to change service over to Mr. Davis' name and get a printout with his name on it. I knew that Mr. Davis would need a current bill or print out to apply for LIHEAP. Because I knew that the Com Ed Customer Service Center was closed, I came to South Austin Coalition's application site because they would be able to advise me on the best way to proceed. A SACCC representative set up two phones for me and Mr. Davis to apply for the name change on the service and fax necessary documents to Com Ed and ask Com Ed to fax back a printout to SACCC so that the LIHEAP application could be processed. I called 1-800-Edison-1 and over a period of at least an hour and fifteen minutes, Mr. Davis and I talked to two representatives and a supervisor but our requests were denied. We were told that it would take some time before the bill would be mailed out. Finally, Theresa Welch, one of the SACCC utility advocates made contact with one of the Com Ed higher ups and the arrangement for faxing document back and forth was made. The next day the application was completed and my client's grant was processed and subsequently approved. This fast processing was important to my client in that there was a possibility that funds for the LIHEAP program would run out if there was a delay in getting all the necessary documents together quickly.

STATE OF ILLINOIS
ILLINOIS COMMERCE COMMISSION

SOUTH AUSTIN COALITION COMMUNITY)
COUNCIL,)

vs.)

COMMONWEALTH EDISON COMPANY)
COKE COMPANY.)

NO. 02-0706

AFFIDAVIT OF DONALD MCMORRIS

I have personal knowledge of the facts in the attached testimony. If I were called as a witness before the Hearing Examiner in this matter and I were asked the questions contained in that testimony, I would give the answers set out in my testimony.

Under penalties as provided by law pursuant to Section 1-109 of the Code of Civil Procedure, the undersigned certifies that the statements set forth in this instrument are true and correct, except as to matters therein stated to be on information and belief and as to such matters the undersigned certifies that he believes the same to be true.

Donald McMorris

Signed and sworn before me
31st day of JULY, 2003.

Regina Gillenwater
Notary Public

